

## How to Guide

### Offender/Victims Linked in DV ClientTrack

1. DV ClientTrack now allows you to search by **“Offender”** and view the **“Victims”** linked to the **“Offender”**.
2. To begin: From the **“Clients” Workspace**, complete a **“Find Client”** search using the **“Victim’s Name (first few letters of each), SSN or DOB”** then click on **“Search”**.

The screenshot shows the DV ClientTrack application interface. On the left is a dark blue sidebar with a search icon at the top, followed by a list of navigation items: 'Client Dashboard', 'Find Client' (highlighted with a red arrow), 'Intake', 'COVID-19 Intake', 'Client Profile', 'Common Client Assessments', 'Other Client Assessments', 'Client Enrollments and Client Services', and 'Confidential Case Notes'. The main content area is titled 'Clients / ClientTrack Form'. It features a search bar at the top with the text 'test test' and 'SSN Client ID 128695'. Below the search bar is a form with the following fields: 'First Name: Gne', 'Last Name: Ran' (highlighted with a red arrow), 'Middle Name:', 'Social Security Number:', 'Alternate Reference ID:', 'Birth Date: MM/DD/YYYY' (with a calendar icon), 'Client ID:', and 'Client Type: Client'. A red arrow points to the 'Search' button at the bottom right of the form. A 'Cancel' button is located at the bottom right of the main content area.

3. Once you locate the **“Victim’s Client Record”** click on the **“Victim’s”** information line and you will be taken to the Victim’s **“Dashboard”**.

Green Ranger SSN 123-45-6789 Client ID 147185

**Find Client**

Use the section criteria below to find your client. To narrow the search, fill in more than one criteria. **Social Security Number** and **Birth Date** are the best fields to narrow your search.

First Name: green  
 Last Name: ranger  
 Middle Name:  
 Social Security Number: 123-45-6789  
 Alternate Reference ID: 147185  
 Birth Date: MM/DD/YYYY 02/03/1986  
 Client ID:  
 Client Type: Client

Search

1 result found.

First Name	Last Name	Middle Name	SSN	Alternate Reference ID	Birth Date	Client ID	Client Type
Green	Ranger		XXX-XX-6789		02/03/1986	147185	Client

Cancel

4. From the **“Victim’s Dashboard”**, go to the menu of the left side of the screen and click on the **“Client Profile”** option.
5. Next, click on **“Crimes”**

Green Ranger SSN 123-45-6789 Client ID 147185

**Green Ranger's Dashboard**

Green Ranger's Information

Name: Ranger, Green Birth Date: 2/3/1986 Age: 36  
 Gender: Male Ethnicity: Non-Hispanic/Non-Latin(a)(o)(x) Race: Asian or Asian American, White Veteran: No

Green's Enrollments

1 result found.

Enrollment Description	Case Members	Project Start Date	Housing Move-In Date	Project Exit Date	Enroll Assessment ID	Exit Assessment ID	Exit Destination	Last Assessed
Active Emergency Shelter My Fake Organization (ES-R8)	1	10/25/2022			113413			10/25/2022

Green's Case Manager Assignments

1 result found.

Case Manager	Begin Date	Status	End Date	Enrollment	All Associated Enrollments
Grant Peters	10/25/2022	Active		My Fake Organization (ES-R8)	

Client Profile  
Crimes

https://clienttrackccovida.com/MainPage.aspx?inline=top&menu=1000000038

6. The **“Crimes Assessment”** will appear which will display the **“Offender’s Name”** (The **“Crimes Assessment”** is completed during the **“Intake/Enrollment Workflow”**, and it is important for staff to complete the **“Offender’s”** information during the Client’s enrollment in your DV project.
7. To view the **“Crimes Assessment”**, click on the little pencil to the left of the **“Crimes Assessment”** as shown below.

The screenshot shows the 'ClientTrack Form' interface for a client named 'Green Ranger' (DOB: 2/3/1986, SSN: 123-45-6789, Client ID: 147185). The 'Domestic Violence Crimes' section displays a table with one result found. The table has columns for Incident Date, Crime, Primary Victimization, Offender, Relation to Victim, and Court Case. The first row shows an incident on 01/25/2022, categorized as 'Stalking', with 'No' for Primary Victimization, 'Repulsa, Rita' as the Offender, and 'Non-Family' as the Relation to Victim. A red box highlights the edit icon (pencil) next to the first crime record.

Incident Date	Crime	Primary Victimization	Offender	Relation to Victim	Court Case
01/25/2022	Stalking	No	Repulsa, Rita	Non-Family	

8. The **“Crimes Assessment”** will display on the screen. The **“Offender’s Name”** will display in the **“Abuser”** field.

**Domestic Violence Crime**

To add or edit a domestic violence crime for which the current client is identified as the victim, enter an **Incident Date**. Select an **Offender** using the lookup: **Offender's Birth Date** will display. Select a **Relationship to Victim** for the offender. Select the **Crime** and **Amended Charge** if applicable. Select a **VOCA Victimization Category** for VOCA reporting. Check **Primary Victimization** if this is the primary charge for this client on the incident date. Select a **Status** and **Court Case** if applicable. Enter any **Comments**.

Assessment: \*

Date	Program	Type	User
10/25/2022	My Fake Organization (ES-R8)	Entry	Grant Peters

Incident Date: \* 01/25/2022

Abuser: \* Repulse, Rita

Offender Birth Date: 1/1/1900 12:00:00 AM

Relationship to Victim: Non-Family

Household: -- SELECT --

Crime: \* Stalking

VOCA Victimization Category: \* L. Economic Exploitation and Fraud

Primary Victimization: ☐

Repeat Victim: \* Yes

Comments:

Save Cancel

9. Next, we will learn how to search for an **"Offender"**.
  - a. On the **"Client Workspace"**, and **"Find Client"** screen, click on the drop-down arrow on the **"Client Type"** field and then click on **"Offender"**.
  - b. Enter the **"Offender's Name"** then click on **"Search"**.

Use the section criteria below to find your client. To narrow the search, fill in more than one criteria. **Social Security Number** and **Birth Date** are the best fields to narrow your search.

First Name: Rit

Last Name: Rep

Middle Name:

Social Security Number:

Alternate Reference ID:

Birth Date: MM/DD/YYYY

Client ID:

Client Type: Offender

Search

Cancel

10. The “Offender’s” record will appear. Click on the **Offender’s** information.

Green Ranger SSN 123-45-6789 Client ID 147185

Find Client

Use the section criteria below to find your client. To narrow the search, fill in more than one criteria. Social Security Number and Birth Date are the best fields to narrow your search.

First Name: Rita  
Last Name: Rep  
Middle Name:   
Social Security Number:   
Alternate Reference ID:   
Birth Date: MM/DD/YYYY   
Client ID:   
Client Type: Offender

Search

1 record found

First Name	Last Name	Middle Name	SSN	Alternate Reference ID	Birth Date	Client ID	Client Type
Rita	Repula				01/01/1900	147186	Offender

Cancel

11. The “Offender’s Dashboard” displays on the screen.

Client Dashboard

Find Client

Intake

COVID-19 Intake

COVID-19 Vaccine Intake

Client Profile

Add Crisis Call Client

Edit Client

Crimes

Offender Victims

Protection Orders

Address History

Alias History

Case Managers

Case Notes

Client Files

COVID-19 Screening

COVID-19 Vaccines

Family Members

Interested Others

Living Situation

Notifications

Goals

Photo

Veteran Information

Paused Workflows

Common Client Assessments

Other Client Assessments

Rita Repula's Dashboard

Rita Repula's Information

Name: Repula, Rita Birth Date: 1/1/1900 Age: 122  
Gender:   
Veteran:   
Ethnicity:   
Race:   
Photo

Rita's Enrollments

No records found.

Enrollment Description	Case Members	Project Start Date	Housing Move-In Date	Project Exit Date	Enroll Assessment ID	Exit Assessment ID	Exit Destination	Last Assessed
------------------------	--------------	--------------------	----------------------	-------------------	----------------------	--------------------	------------------	---------------

Rita's Case Manager Assignments

No records found.

Case Manager	Begin Date	Status	End Date	Enrollment	All Associated Enrollments
--------------	------------	--------	----------	------------	----------------------------

Rita's Services

No records found.

12. From the **“Offender’s Dashboard”**, go to the menu on the left side of the screen and click on the **“Client Profile”** option.

13. Next, click on **“Offender Victims”**.

The screenshot shows a web application interface for a client profile. On the left is a dark blue sidebar with a search bar and a list of navigation options. The main content area on the right displays the 'Rita Repulsa's Dashboard'.

**Left Sidebar:**

- Search
- Client Dashboard
- Find Client
- Intake
- COVID-19 Intake
- COVID-19 Vaccine Intake
- Client Profile** (highlighted with a red box)
- Add Client
- Edit Client
- Crimes
- Offender Victims** (highlighted with a red box)
- Protection Orders
- Address History
- Alias History
- Case Managers
- Case Notes
- Client Files
- COVID-19 Screening
- COVID-19 Vaccines
- Family Members
- Interested Others
- Living Situation
- Notifications
- Goals
- Photo
- Veteran Information
- Paused Workflows
- Common Client Assessments

**Main Content Area: Rita Repulsa's Dashboard**

Client Information: Rita Repulsa, SSN: 1/1/1900, Client ID: 147186

**Rita Repulsa's Information**

Name:	Repulsa, Rita	Birth Date:	1/1/1900	Age:	122
Gender:		Veteran:			
Ethnicity:		Race:			

**Rita's Enrollments**

No records found.

Enrollment Description	Case Members	Project Start Date	Housing Move-In Date	Project Exit Date	Enroll Assessment ID	Exit Assessment ID	Exit Destination	Last Assessed
------------------------	--------------	--------------------	----------------------	-------------------	----------------------	--------------------	------------------	---------------

**Rita's Case Manager Assignments**

No records found.

Case Manager	Begin Date	Status	End Date	Enrollment	All Associated Enrollments
--------------	------------	--------	----------	------------	----------------------------

**Rita's Services**

No records found.

14. A list of this Offender’s Victims will display on the screen.

Updated October 2022

The screenshot displays the DV ClientTrack interface. On the left is a sidebar with navigation options: Client Dashboard, Find Client, Intake, COVID-19 Intake, COVID-19 Vaccine Intake, Client Profile (Add Crisis Call Client, Edit Client, Crimes), Offender Victims (Protection Orders, Address History, Alias History, Case Managers, Case Notes, Client Files, COVID-19 Screening, COVID-19 Vaccines), Family Members, Interested Others, Living Situation, Notifications, Goals, Photo, Veteran Information, Paused Workflows, and Common Client Assessments. The main area shows the 'Offender Victims' section for client Rita Repulsa (SSN 1/1/1900, Client ID 147186). A table titled 'Offender Victims' contains one result:

Victim Name	Offender Relation to Victim	Incident Date	Crime	VOCA Victimization Category
Ranger, Green	Non-Family	01/25/2022	Stalking	L. Economic Exploitation and Fraud

15. **NOTE: You have access to view the Offenders and Victims entered by your agency. DV ClientTrack is a “Closed” system and will not allow you to see Offender/Victim records entered by other DV provider agencies.**